

**WHAT IS CLAIMED IS:**

- 1           1. A telecommunications call center, comprising:  
2           a database for storing call information;  
3           a query engine operably coupled to said database; and  
4           a graphical user interface coupled to provide query parameters in a text form;  
5   and  
6           wherein said query engine is adapted to translate said query parameters into  
7   a database-readable form.

- 1           2. A telecommunications call center in accordance with claim 1, said  
2 database-readable form comprising a Structured Query Language (SQL) form.

3. A telecommunications call center in accordance with claim 2, wherein results of a query are provided to said graphical user interface in a text-readable form.

- 1        4. A method, for use in a telecommunications call center, comprising:  
2        inputting call center database text query information into a graphical user  
3 interface;  
4        translating said call center database text query information into a database-  
5 readable query; and  
6        returning a result of said database-readable query to said graphical user  
7 interface for display.

- 1           5. A method in accordance with claim 4, said translating comprising  
2 translating into a Structured Query Language (SQL) form.

- 1        6. A method in accordance with claim 5, said inputting further comprising:  
2        selecting one or more fields to view from a first graphical user interface  
3 window; and  
4        selecting predetermined criteria to apply to said fields using a second

5 graphical user interface window.

1        7. A telecommunications system comprising:  
 2        one or more telecommunications networks;  
 3        a switch configured to switch calls between devices on said one or more  
 4 telecommunications networks; and  
 5        a call center adapted to monitor calls through said switch, said call center  
 6 including  
 7            a database for storing call information;  
 8            a query engine operably coupled to said database; and  
 9            a graphical user interface coupled to provide query parameters in a  
 10 text form; and  
 11            wherein said query engine is adapted to translate said query  
 12 parameters into a database-readable form.

1        8. A telecommunications system in accordance with claim 7, said database-  
 2 readable form comprising a Structured Query Language (SQL) form.

1        9. A telecommunications system in accordance with claim 8, wherein results  
 2 of a query are provided to said graphical user interface in a text-readable form.

1        10. A telecommunications system in accordance with claim 9, said graphical  
 2 user interface comprising  
 3        a first screen for selecting fields for searching;  
 4        a second screen for entering search criteria for said fields; and  
 5        a third screen for displaying results of said searching.

1        11. A method, comprising:  
 2        providing one or more telecommunications networks;  
 3        providing a switch configured to switch calls between devices on said one or  
 4 more telecommunications networks; and

5 providing a call center adapted to monitor calls through said switch, said call  
6 center including  
7 a database for storing call information;  
8 a query engine operably coupled to said database; and  
9 a graphical user interface coupled to provide query parameters in a  
10 text form; and  
11 wherein said query engine is adapted to translate said query parameters into  
12 a database-readable form.

1 12. A method in accordance with claim 11, said database-readable form  
2 comprising a Structured Query Language (SQL) form.

1 13. A method in accordance with claim 12, wherein results of a query are  
2 provided to said graphical user interface in a text-readable form.

1 14. A method in accordance with claim 13, said graphical user interface  
2 comprising  
3 a first screen for selecting fields for searching;  
4 a second screen for entering search criteria for said fields; and  
5 a third screen for displaying results of said searching.

1 15. A telecommunications method for providing a call center, comprising:  
2 providing a database for storing call information;  
3 providing a query engine operably coupled to said database; and  
4 providing a graphical user interface coupled to provide query parameters in a  
5 text form; and  
6 wherein said query engine is adapted to translate said query parameters into  
7 a database-readable form.

1 16. A telecommunications method in accordance with claim 15, said  
2 database-readable form comprising a Structured Query Language (SQL) form.

1            17. A telecommunications method in accordance with claim 16, wherein  
2 results of a query are provided to said graphical user interface in a text-readable  
3 form.

5

10  
15  
20  
25  
30  
35  
40  
45  
50  
55  
60  
65  
70  
75  
80  
85  
90  
95  
100  
105  
110  
115  
120  
125  
130  
135  
140  
145  
150  
155  
160  
165  
170  
175  
180  
185  
190  
195  
200  
205  
210  
215  
220  
225  
230  
235  
240  
245  
250  
255  
260  
265  
270  
275  
280  
285  
290  
295  
300  
305  
310  
315  
320  
325  
330  
335  
340  
345  
350  
355  
360  
365  
370  
375  
380  
385  
390  
395  
400  
405  
410  
415  
420  
425  
430  
435  
440  
445  
450  
455  
460  
465  
470  
475  
480  
485  
490  
495  
500  
505  
510  
515  
520  
525  
530  
535  
540  
545  
550  
555  
560  
565  
570  
575  
580  
585  
590  
595  
600  
605  
610  
615  
620  
625  
630  
635  
640  
645  
650  
655  
660  
665  
670  
675  
680  
685  
690  
695  
700  
705  
710  
715  
720  
725  
730  
735  
740  
745  
750  
755  
760  
765  
770  
775  
780  
785  
790  
795  
800  
805  
810  
815  
820  
825  
830  
835  
840  
845  
850  
855  
860  
865  
870  
875  
880  
885  
890  
895  
900  
905  
910  
915  
920  
925  
930  
935  
940  
945  
950  
955  
960  
965  
970  
975  
980  
985  
990  
995